

## How Do I – Clerical Processing Incidents on New Cases

### Phase II eFiling

In Phase II of eFiling, attorneys will create “pseudo” cases and incidents that will later be verified by the clerical department prior to creating the case and/or incident. These cases will appear in the queue with the status of “Create Info.” At this point, the case has not been assigned a case number and it has not officially been created. These cases should be treated as a high priority. In order to view only these high-priority cases, apply the filters by selecting “Create Info” in the Routing Queue and Status Queue.

To process the new case, click on the “edit” icon on the left-hand side of the window.

The screenshot shows the 'eFile Queue' interface. At the top, there are buttons for 'Find', 'Close', and 'eFile Queue'. Below these are two dropdown menus: 'Routing Queue' and 'Status', both set to 'Create Info'. These two dropdowns are circled in red. To the right of these are fields for 'Case District\*\*' (Fourth District Juvenile Court) and 'Case District Office\*\*' (Fillmore). Below these are fields for 'Filer', 'Judge' (Assigned), 'Case #', 'Document Type', and 'Filed Date'. There are also checkboxes for 'Show Holds', 'Filed Last(10 Days)', and 'Open/Recent Updates Last(3 Days)', and an 'Assigned Status' dropdown. At the bottom, there is a table with columns: Queue Sign/View ID, Document Sub Type, Filed Date, Hold Date, View Doc, Linked Docs, Status, Case # Incident(s) #, Actions, and Notes. The first row in the table is circled in red and shows a 'Create Info' status, 'Termination of Parental Rights' as the document sub type, a filed date of '06-16-2016 training9', and a case number 'Dulcinea Quixote (NEW) New Inc'.

| Queue Sign/View ID | Document Sub Type              | Filed Date           | Hold Date    | View Doc | Linked Docs | Status      | Case # Incident(s) #           | Actions | Notes |
|--------------------|--------------------------------|----------------------|--------------|----------|-------------|-------------|--------------------------------|---------|-------|
| Create Info        | Termination of Parental Rights | 06-16-2016 training9 | Click to Add |          |             | Create Info | Dulcinea Quixote (NEW) New Inc | +       |       |

Please note, that the case will be automatically assigned to you once you click “Create Info” in order to avoid two people entering information on a new case at the same time. Once the process is complete, you will remain assigned to the case unless you take yourself off of the case. Click on “Case Association” to start.

| eFile Manage New Information   |   |                          |                                |
|--|---|--------------------------|--------------------------------|
| eFile Id   | 2728  | Status                   | Create Info                    |
| Filed By   | training9   | Submitted DateTime       | 06-16-2016 03:12:12 PM         |
| Note   | Add Assigned User training10 06-16-2016 03:23 PM -... |                          |                                |
| <b>Case Info</b>   |   |                          |                                |
| <b>Create/Compare</b>  | <b>Case #</b>   | <b>Case Name</b>         | <b>District Office</b>         |
| <b>Case Association</b>  | NEW CASE  | Dulcinea Quixote         | Fillmore                       |
|  |   |                          | <b>Incident(s)</b>             |
|  |   |                          | New Inc                        |
| <b>Party Info</b> <i>Must process new case(s) above first</i>  |   |                          |                                |
| <b>E-Party #</b>   | <b>Party ID</b>                                       | <b>Party Name</b>        | <b>Relationship to Case(s)</b> |
| 80   |   | Mama Quixote             | Mother to Dulcinea Quixote     |
| 81   |   | Papa Quixote             | Father to Dulcinea Quixote     |
| <b>Document Info</b>   |   |                          |                                |
| Document ID  | 2728  | Document Sub Type        | Termination of Parental Rights |
| Document Title   | Termination of Parental Rights                        | Document Type            | Petition                       |
| Filed/Created By   | training9   | <a href="#">View PDF</a> |                                |
| <a href="#">Go Back to eFile Queue</a> <a href="#">Return eFile</a> <a href="#">Click to View Error Messages</a> |   |                          |                                |

The next screen auto-fills the text boxes with the data that the attorney entered. Click “find” to see any possible matches. If no match exists, attempt the search again with just the first two letters of the first and last name. (CARE does not allow for a “closest match” search so if a similar name exists it will not show unless you remove some of the search criteria. If the attorney has misspelled the name, this could result in duplicate cases being created.)

| Find              |            | Create New Case        |         | Possible Matches       |        | Return          |           |
|-------------------|------------|------------------------|---------|------------------------|--------|-----------------|-----------|
| Name              | Dulcinea   |                        | Quixote | eFile Values           |        |                 |           |
| Date of Birth     | 01-01-2009 |                        |         | Name: Dulcinea Quixote |        |                 |           |
| Gender            | Female     |                        |         | DOB: 01-01-2009        |        |                 |           |
|                   |            |                        |         | Gender: F              |        |                 |           |
| Case#             | Name       | Address (* Protected ) | D.O.B.  | Phone                  | Gender | District Office | Incidents |
| No Results Found. |            |                        |         |                        |        |                 |           |

When some criteria is removed, you may find a possible match. (If no possible match exists, click on “Create New Case.”) If there is a possible match, click on the existing case number to verify the identity of the individual.

| Find          |                | Create New Case                     |            | User Entered Search    |        | Return          |                                       |
|---------------|----------------|-------------------------------------|------------|------------------------|--------|-----------------|---------------------------------------|
| Name          | Du             |                                     | Qu         | eFile Values           |        |                 |                                       |
| Date of Birth |                |                                     |            | Name: Dulcinea Quixote |        |                 |                                       |
| Gender        | Female         |                                     |            | DOB: 01-01-2009        |        |                 |                                       |
|               |                |                                     |            | Gender: F              |        |                 |                                       |
| Case#         | Name           | Address ( * Protected )             | D.O.B.     | Phone                  | Gender | District Office | Incidents                             |
| 1103011       | Quixote, Dulce | 12345 La Mancha, Fillmore, Ut 84631 | 10-01-2009 | 00000000000            | Female | Fillmore        | <a href="#">View Case Incident(s)</a> |



The next screen will show the case information side-by-side. Any discrepancies will display with an orange button. You will need to select the correct information before continuing. If after viewing this screen, you question whether or not this is the same individual, click “back” and continue creating a new case.

| Back            |                      | Select Correct Data To Update Case |                   |
|-----------------|----------------------|------------------------------------|-------------------|
| eFile           |                      | CARE                               |                   |
| First Name      | Dulcinea             | < ! >                              | Dulce             |
| Middle Name     |                      | ✓                                  |                   |
| Last Name       | Quixote              | ✓                                  | Quixote           |
| Date of Birth   | 01-01-2009           | < ! >                              | 10-01-2009        |
| Gender          | Female               | ✓                                  | Female            |
| Race            | Refused to Disclose  | < ! >                              | Can Not Determine |
| Ethnicity       | Latino/Hispanic      | < ! >                              | Can Not Determine |
| District Office | Fillmore             | ✓                                  | Fillmore          |
| Street Address  | 12345 La Mancha Lane | < ! >                              | 12345 La Mancha   |
| Address Line 2  |                      | ✓                                  |                   |
| City            | Fillmore             | ✓                                  | Fillmore          |
| State           | UT                   | ✓                                  | UT                |
| Zip             | 84631                | ✓                                  | 84631             |
| County          | MILLARD              | ✓                                  | MILLARD           |
| Phone           | (000) 000-0000       | < ! >                              | 000000000000      |
| Height          |                      | ✓                                  |                   |
| Weight          |                      | ✓                                  |                   |

Select the arrows that point to the information that you believe is correct. In order to proceed, you will need to clear all of the orange buttons. Once everything is green, the “continue” button will appear. Click “continue.”

| Back          |            | Continue |  | Select Correct Data To Update Case |  | Close |  |
|---------------|------------|----------|--|------------------------------------|--|-------|--|
| eFile         |            |          |  | CARE                               |  |       |  |
| First Name    | Dulcinea   | < ✓ >    |  | Dulce                              |  |       |  |
| Middle Name   |            | ✓        |  |                                    |  |       |  |
| Last Name     | Quixote    | ✓        |  | Quixote                            |  |       |  |
| Date of Birth | 01-01-2009 | < ✓ >    |  | 10-01-2009                         |  |       |  |

Validate the case data one last time and click the “Save CARE Case” button.

| <a href="#">Back</a> <a href="#">Save CARE Case</a> <b>Validate Case Data Before Saving</b> |   |
|---|---|
| All fields with (*) are required.   |   |
| eFile Case ID   | 2867  |
| First Name *  | <input type="text" value="Dulcinea"/>   |
| Middle Name   | <input type="text"/>  |
| Last Name *   | <input type="text" value="Quixote"/>  |
| Date of Birth *   | <input type="text" value="10-01-2009"/>   |
| Gender *  | <input type="text" value="Female"/>   |
| Phone *   | <input type="text" value="0000000000"/>   |
| Race *  | <input type="text" value="Refused to Disclose"/>  |
| Ethnicity *   | <input type="text" value="Latino/Hispanic"/>  |
| Home District Office *  | <input type="text" value="Fillmore"/>   |
| Street Address *  | <input type="text" value="12345 La Mancha Lane"/>   |
| Apt/PO Box/Suite  | <input type="text"/>  |
| City *  | <input type="text" value="Fillmore"/>   |
| State *   | <input type="text" value="Utah"/>   |
| Zip *   | <input type="text" value="84631"/>  |
| County *  | <input type="text" value="Millard"/>  |
| Case #  | 1103011   |
| Height (ft. in.)  | <input type="text"/> <input type="text"/>   |
| Weight (lbs.)   | <input type="text"/>  |

On the following screen, you'll need to assign the firm, the judicial officer, and create the incident. Start by clicking "Assign Firm."

**eFile Manage New Information**

|          |   |                    |                        |
|----------|---|--------------------|------------------------|
| eFile Id | 2728  | Status             | Create Info            |
| Filed By | training9   | Submitted DateTime | 06-16-2016 03:12:12 PM |
| Note     | Add Assigned User training10 06-16-2016 03:23 PM -... |                    |                        |

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**Case Info**

| Create/Compare     | Case #  | Case Name        | District Office | Incident(s) | Edit/Create |
|--------------------|---------|------------------|-----------------|-------------|-------------|
| <b>Assign Firm</b> | 1103011 | Dulcinea Quixote | Fillmore        | New Inc     |             |

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**Party Info** *Must process new incident(s) above first*

| E-Party # | Party ID | Party Name   | Relationship to Case(s)    |
|-----------|----------|--------------|----------------------------|
| 80        |          | Mama Quixote | Mother to Dulcinea Quixote |
| 81        |          | Papa Quixote | Father to Dulcinea Quixote |

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**Document Info**

|                  |                                |                          |                                |
|------------------|--------------------------------|--------------------------|--------------------------------|
| Document ID      | 2728                           | Document Sub Type        | Termination of Parental Rights |
| Document Title   | Termination of Parental Rights | Document Type            | Petition                       |
| Filed/Created By | training9                      | <a href="#">View PDF</a> |                                |

[Go Back to eFile Queue](#)
[Return eFile](#)
[Click to View Error Messages](#)

The pop-up window displays the attorney firm that submitted the case/incident/document by default. Verify that the information is correct and select "Assign Firm to Case."

**Assign Case Firm**

Firm

Case #

**Assign Firm to Case**

Click on the red gavel to add the judicial assignment.

**eFile Manage New Information**

|          |   |                    |  |
|----------|---|--------------------|--|
| eFile Id | 2728  | Status             |  |
| Filed By | training9   | Submitted DateTime |  |
| Note     | Added to case(1103011) Firm TEST FIRM. 06-16-2016 04:00 PM -... |                    |  |

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**Case Info**

| Create/Compare | Case #  | Case Name        | District Office |
|----------------|---|------------------|-----------------|
|                | 1103011  | Dulcinea Quixote | Fillmore        |

**No Hearing Officer**

Click to Assign

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**Party Info** *Must process new incident(s) above first*

| E-Party # | Party ID | Party Name   | Relationship to Case(s)    |
|-----------|----------|--------------|----------------------------|
| 80        |          | Mama Quixote | Mother to Dulcinea Quixote |
| 81        |          | Papa Quixote | Father to Dulcinea Quixote |

Select the type of Judicial Officer assignment and then select the Judge. If the Judge is not showing up on the list, click on “Find All Avail” to see a list of all Judges in the state.

**Select a Judicial/Officer type for Assignment to Case**

Permanent Judge ☒

Drug Court ☐

Specialty Court ☐

Commissioner ☐

**Next >>** **Cancel**

**Select Judicial/Officer**

| Name                |
|---------------------|
| Bartholomew, Brent  |
| Bazzelle, Suchada   |
| Lindsay, Kay        |
| Noonan, Mary        |
| Sainsbury, Sterling |
| Smith, F. Richards  |

**Find All Avail** **Cancel**

Click the “Edit/Create” icon to process the incident.

|                             |                        |
|-----------------------------|------------------------|
| <b>Status</b>               | Create Info            |
| Submitted DateTime          | 06-16-2016 03:12:12 PM |
| L. 06-16-2016 04:00 PM -... |                        |

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| District Office | Incident(s) | Edit/Create   |
|-----------------|-------------|---|
| Fillmore        | New Inc     |  |

**Create**

Inc(s) Info

In this window, you can create the incident or switch the “pseudo” incident to an already-created incident. (Note: If no previously-created incidents exist, there will not be anything in the drop-down list.) You can also click the “View All Case Incident(s)” link to see the incident history on the case. In the *rare case* that the incident has already been created, select the existing incident from the “Switch Incident” drop-down list and then click the “Process Create/Switch Incident(s)” button.

If no incident modification is needed, check the “create” box and then click the “Process Create/Switch Incident(s)” button.

The screenshot shows a web interface with a button labeled "Process Create/Switch Incident(s)" circled in red. To its right is a link "View All Case Incident(s)" and a "Return" button. Below these is a table with columns: Name, eFile Inc#, Description, Create, and Switch Incident. The table has one row with Name "Dulcinea Quixote", eFile Inc# "3235", and Description "TERMINATION OF PARENTAL RIGHTS". The "Create" column has a "Create" button and a checkbox, both circled in red. The "Switch Incident" column has a dropdown menu circled in red, which is currently showing "1 - TERMINATION OF PARENTAL RIGHTS".

You will see that the incident has been created and assigned a number. The next step is to process the party information.

The screenshot shows the "eFile Manage New Information" window. It contains several sections: "eFile Manage New Information" with fields for eFile Id (2728), Filed By (training9), Note, Status, Submitted DateTime, and Create Info; "Case Info" with a table showing Case # (1103011), Case Name (Dulcinea Quixote), District Office (Fillmore), Incident(s) (2), and Edit/Create; "Party Info" with a table showing E-Party # (80, 81), Party ID (Process Party), Party Name (Mama Quixote, Papa Quixote), and Relationship to Case(s) (Mother to Dulcinea Quixote, Father to Dulcinea Quixote); and "Document Info" with fields for Document ID (2728), Document Title (Termination of Parental Rights), Filed/Created By (training9), Document Sub Type (Termination of Parental Rights), and Document Type (Petition). The "Incident(s)" field in the Case Info section and the "Process Party" buttons in the Party Info section are circled in red. At the bottom, there are three buttons: "Go Back to eFile Queue", "Return eFile", and "Click to View Error Messages".

Clicking on the “Process Party” button will take you to the following window where you can create the new party or merge them with an existing party. If the suggested Existing Related Parties are not a match, click “Create New Party & Relationships.” (Note, you can edit the party information and/or relationship prior to creation.) If there is an existing relationship on the case, you can select the appropriate party and click the “Merge with Selected” button.



[Go Back](#) **Create New Party vs. Merge With Existing**

Associated Case: Dulcinea Quixote (1103011) ▼

| New Party Information                                |                            | Existing Related Parties             |                            |
|--|----------------------------|--------------------------------------|----------------------------|
| <input checked="" type="checkbox"/> Relationship     | Mother to Dulcinea Quixote | <input type="radio"/> Name           | Mama Quixote               |
| <input checked="" type="checkbox"/> Name             | Mama Quixote               | <input type="radio"/> Relationship   | Mother to Dulcinea Quixote |
| Gender   | Female                     | <input type="radio"/> Address & City |                            |
| Address & City                                       |                            |                                      |                            |
| Phone  |                            | <input type="radio"/> Name           | Papa Quixote               |
| Date of Birth  | 01-01-1978                 | <input type="radio"/> Relationship   | Father to Dulcinea Quixote |
| Race   |                            | <input type="radio"/> Address & City |                            |
| Ethnicity  |                            |                                      |                            |
| <a href="#">Create New Party &amp; Relationships</a> |                            | <a href="#">Merge With Selected</a>  |                            |

You will need to validate the party information if merging to a current party. All buttons need to be green before you can proceed.

[Back](#) **Select Correct Data To Update Party** [Close](#)

| eFile Party   |            |  | CARE Party |
|---------------|------------|--|------------|
| First Name    | Mama       |  | Mama       |
| Middle Name   |            |  |            |
| Last Name     | Quixote    |  | Quixote    |
| Suffix        |            |  |            |
| Date of Birth | 01-01-1978 |  |            |
| Gender        | Female     |  | Female     |
| Race          | Unknown    |  | Unknown    |
| Ethnicity     |            |  |            |

Validate the information one last time and click "complete."

Complete

Back

Close

All fields with (\*) are required.

|                |         |                       |                          |
|----------------|---------|-----------------------|--------------------------|
| Efile Party ID | 80      | Party ID              | 1372346                  |
| First Name *   | Mama    | Date of Birth         | 01-01-1978               |
| Middle Name    |         |                       |                          |
| Last Name *    | Quixote | Gender                | Female                   |
| Suffix         |         | Race                  |                          |
| Phone          |         | Ethnicity             |                          |
|                |         | Physical Same as Mail | <input type="checkbox"/> |

With all information entered, the “Update eFile and Route to Queue” button appears. Click that button.

eFile Manage New Information

eFile Id

2728

Status

Create Info

Filed By

training9

Submitted DateTime

06-16-2016 03:12:12 PM

Note

Added to case(1103011) Firm TEST FIRM. 06-16-2016 04:00 PM -...

Case Info

| Create/Compare | Case #  | Case Name        | District Office | Incident(s) | Edit/Create |
|----------------|---------|------------------|-----------------|-------------|-------------|
|                | 1103011 | Dulcinea Quixote | Fillmore        | 2           |             |

Party Info

| E-Party # | Party ID | Party Name   | Relationship to Case(s)    |
|-----------|----------|--------------|----------------------------|
| 80        | 1372348  | Mama Quixote | Mother to Dulcinea Quixote |
| 81        | 1372349  | Papa Quixote | Father to Dulcinea Quixote |

Document Info

|                  |                                |                   |                                |
|------------------|--------------------------------|-------------------|--------------------------------|
| Document ID      | 2728                           | Document Sub Type | Termination of Parental Rights |
| Document Title   | Termination of Parental Rights | Document Type     | Petition                       |
| Filed/Created By | training9                      | View PDF          |                                |

Go Back to eFile Queue

Update eFile and Route to Queue

Return to the eFile Queue to view the case. If you need to send the filer a message (requesting the filing fee etc.), click on the filer's name.

The screenshot shows the 'eFile Queue' interface. At the top, there are filters for 'Routing Queue' (Open Queues), 'Case District\*\*' (Fourth District Juvenile Court), 'Case District Office\*\*' (Fillmore), 'Status', 'Case #' (1103011), 'Document Type', 'Filer', 'Judge' (Assigned), 'Filed Date' (Start/End), and 'Assigned Status'. Below these filters is a table with columns: Queue, Sign/View ID, Title, Filer, Filed Date, Hold Date, View Doc, Linked Docs, Status, Case #, Incident(s) #, Actions, and Notes. The first row of the table is highlighted in yellow. The 'Filer' column for this row contains the text 'training9', which is circled in red. A red box with the text 'Note' and 'Add Filer Note' is overlaid on the table.

The pop-up window will allow you to write your message to the filer; there is a limit of 250 characters. The filer will only see this note if they view the case from their "My eFiled" screen. The filer will not be able to reply to your note via eFiling, it is a one-way message. You can also only add one note at a time. Adding a note will erase the previous note.

The screenshot shows the 'Add Filer Note' pop-up window. It has a title bar with a close button. Below the title bar, there is a section labeled 'Follow Up' with the text 'YES'. Below that, there is a section labeled '\* Filer Note' with a text area containing the placeholder text 'Please note: There is a limit of 250 characters in this note field.' At the bottom of the window, there is a button labeled 'Add note to Filer'.

Once a note has been added, the case will be highlighted in yellow in the eFile Queue. If no further action is necessary (calendaring, notices, etc.), select "Click to Complete."

The screenshot shows the 'eFile Queue' interface after a note has been added. The first row of the table is highlighted in yellow. The 'Actions' column for this row contains the text 'Click to COMPLETE', which is circled in red. The 'Notes' column for this row contains the text '(Filer Note) Please note: There is a limit of 250 characters...'. The 'Filer' column still contains the text 'training9'.